

September 7, 2002

Mr. Steve Walsh
Advanced Floor Design, Inc.
P.O. Box 82739
Kenmore, WA 98028-0739

Dear Steve,

We wanted to let you know how pleased we are with the job Tom, Adrian and Sean did on the refinishing of our hardwood floors. We had three priorities for this project. We wanted the quality of the work to be high, no damage to our home in the way of dents in the walls or wallpaper tears, and to keep the level of dust in the rest of the house to a minimum.

We are happy to say that your crew scored an A+ in all three dimensions. The quality of the work was excellent, they were highly respectful of our property, and they did a great job of keeping the dust to a minimum. We also appreciated how they worked with us so we could stay in the home during the project.

We were also impressed by your presentation when you visited our home to provide an estimate, which is why we chose your company. We would be happy to provide a reference for you at any time.

Thanks again for a job well done!

A handwritten signature in cursive script that reads "Fred + Susan".

Fred & Susan Telewski